CITY OF LOS ALTOS
POSITION CLASSIFICATION

<u>INFORMATION TECHNOLOGY (IT) MANAGER</u>

<u>**Definition**</u>: The Information Technology Manager plans, organizes, leads, oversees and monitors programs and activities related to the City's technology and telecommunications operations and systems.

<u>**Examples of Duties**</u>: Duties may include, but are not limited to, the following:

1. Recommend, based on the latest technological development, the hardware and software standards to be used by the City;

2. Plan, organize, supervise, review and evaluate the work of assigned staff; provides for staff training and development;

3. Plan, organize, and direct projects or assignments within designated program areas;

4. Participate in the preparation, implementation and monitoring of the division budget;

5. Assist in the development and implementation of goals, objectives, work plans, policies, procedures and work standards for the Information Technology Division;

6. Install, troubleshoot and maintain microcomputer hardware and software;

7. Supervises computer and server updates to meet City department service needs;

8. Design, install and manage Local Area Networking (LAN) and Wide Area Networking (WAN) hardware and software;

9. Assist with coordination of, or conduct, training for employees on computer hardware and software;

10. Administer user and technology support programs and activities;

11. Supervise website development and maintenance programs and activities;

12. Provide oversight to the administration, development, and maintenance of parcel and geographic information for the City's GIS and Mapping systems and programs;

13. Make presentations on computer, telecommunications and technology related topics;

14. Responsible for the oversight of all telecommunications hardware and services for the City;

15. Administer the City's technology replacement schedules and programs;

16. Responsible for purchasing, in accordance with City regulations and after researching the best products, technology related equipment, including, but not limited to, audiovisual, computer and telecommunications equipment and supplies;

17. Manage vendors to ensure security and connectivity for email and Internet access service;

18. Plan and manage information technology security provisioning and monitoring;

19. In coordination with other departments, develop and manage technology projects.

Minimum Qualifications:

Knowledge of: laws and regulations regarding public agency technology operations; principles and practices of public information technology administration, including but not limited to, the principles and operation of microcomputers, network systems, appropriate hardware and software applications; techniques of programming, and program documentation; principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures; budgetary principles and practices and the development and implementation of goals and objectives; basic public administration polices and practices; techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, regulatory and legislative organizations..

Ability to: plan, organize, administer, coordinate, review, evaluate and personally participate in a comprehensive public agency information technology management program; plan, assign, supervise, review and evaluate the work of professional, paraprofessional and support staff; train others in work procedures; analyze, design, program, install, and maintain highly technical and complex programs; read, interpret, and apply complex technical publications, manuals and related documents; analyze complex technical problems, evaluate alternatives and us tact, initiative, prudence and sound independent judgment within general policy and legal guidelines making sound, independent judgments within established guidelines; manage complex projects, on time and within budget; prepare clear, concise and competent reports, correspondence and other written materials; deliver presentations before the City Council, City Boards and Commissions or other groups; present complex information orally and in writing in an easy-to-understand way for employees, community groups and decision makers; interpret and apply complex laws and regulations, and establish, foster, and maintain cooperative and effective working relationships with those contacted in the course of work, both inside and outside the organization, including public "stakeholder" groups; work in a team atmosphere; drive a motor vehicle; and participate on a variety of departmental and City-wide committees.

Experience and Education Guidelines:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

1.   Graduation from a four-year college or university in information technology, business or public administration, or a closely related field;

2.   four years of progressively responsible experience in professional information technology services which has included responsibilities in more than one of the responsibility areas outlined above.

3.   Possession of a valid State of California Class C driver's license.

Adopted: June 12, 2007